

How to Connect to the FVSD VPN (FortiClient)

The FVSD VPN allows you to securely access school division resources when you're working remotely. This guide walks you through installing and connecting with FortiClient.

Who Needs the VPN?

You only need the VPN if you're accessing FVSD network resources **from outside a school building** — for example, working from home or travelling. If you're at a school connected to the school WiFi, you don't need the VPN.

Step 1: Download FortiClient

1. Go to the Fortinet product downloads page and download **FortiClient VPN**
2. Run the installer and follow the prompts to install

If you're unsure which version to download, contact IT.

Step 2: Set Up the VPN Connection

1. Open **FortiClient**
2. Go to **Remote Access** or **VPN Connections**
3. Click **Add** or **Configure VPN** to create a new connection
4. Enter the following settings:

| Setting | Value |

|-----|-----|

| **VPN Type** | SSL-VPN |

| **Connection Name** | FVSD |

| **Remote Gateway** | <https://vpn.fvsd.ab.ca> |

| **Custom Port** | 10443 |

| **Enable Single Sign-On for VPN Tunnel** | Checked |

| All other boxes | Leave unchecked |

1. Click **Save**

Step 3: Connect

1. Open **FortiClient**
2. Select the **FVSD** connection
3. Click **Connect**
4. Sign in with your FVSD Microsoft account when prompted (Single Sign-On)
5. Once connected, you'll see a confirmation in FortiClient

Disconnecting

When you're done working remotely:

1. Open **FortiClient**
2. Click **Disconnect**

Troubleshooting

"Unable to Connect" or Connection Times Out

- Make sure you have an active **internet connection** — the VPN requires internet to connect to FVSD's network
- Double-check the connection settings match the table above (especially the gateway and port)
- Restart FortiClient and try again
- If you're on a hotel or public WiFi, the network may be blocking VPN traffic — try a different network or use a mobile hotspot

"Authentication Failed"

- Make sure you're signing in with your **FVSD Microsoft account**
- Your password may have changed — try your current FVSD password
- If your account is locked, reset your password first (see the [Password Reset](#) article)

VPN Connects but Can't Access Resources

- Try disconnecting and reconnecting
- Restart your computer and try again
- If the issue persists, contact IT

Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Revision #1

Created 2026-08-06 22:43:59 UTC by Admin

Updated 2026-08-06 22:43:59 UTC by Admin